

OPERATIONAL FUNCTIONS CHART

State: \_\_\_\_\_

Review Period: \_\_\_\_\_

Functional Areas	Operational Elements								
	Procedures, Policies and Confidentiality	Training	Workload Analysis/Management Controls	Performance Management	Information Technology	Customer Access and Communication	Operational Efficiency Resource Allocation	Staffing and Merit Staffing	Fiscal Management
Overarching Operational Matters (Program Wide)									
Intake - Regular Unemployment Insurance (UI), Interstate, Monetary Determinations									
Combined Wage Claim (CWC)									
Unemployment Compensation for Federal Employees (UCFE)									
Unemployment Compensation for Ex-Service Members (UCX)									
Adjudication/Benefits Timeliness and Quality (BTQ)									
Continued Claims/Eligibility Review									
Appeals									
Benefit Payment Control (BPC)									
Internal Security									
Disaster Unemployment Assistance (DUA)									
Reemployment									
Data Validation									
Trade Readjustment Allowances (TRA)									
Short Time Compensation									

Cell Descriptors



Not Applicable